



Job Description

Job Title: Fundraising Support Officer (Community and Events)

Reporting to: Fundraising and Events Manager

Job Purpose

The Fundraising Support Officer will play a key role in supporting the fundraising team to generate income and raise awareness for Norfolk & Waveney Mind. The role involves assisting in the administration, coordination, and execution of select fundraising events and supporter-led fundraising activities, to ensure all operations run smoothly and efficiently. The Fundraising Support Officer will be proactive and innovative to support the continued development of the Fundraising team.

Event management will play a key part in the postholders role, as they work collaboratively across the charity and with external stakeholders to research, develop, plan and deliver an annual portfolio of fundraising events, ensuring each event consistently provides positive experiences for supporters and guests, stays within budget, achieves maximum fundraising income and raises awareness of the charity's work and branding.

Responsible for supporting and developing our network of fundraisers in the community, this role supports the Charity Development team's activities to help drive Norfolk and Waveney Mind's growth, build strong relationships with supporters, and make a lasting impact across the county.

The postholder will be proactive and confident in fundraising, managing competing priorities all whilst being an excellent communicator who can provide exceptional supporter care throughout the fundraising process.

Core Responsibilities

- Lead the planning and delivery of an agreed portfolio of events, ensuring smooth execution and achieving fundraising goals.
- Maintain efficient administration for assigned events, including planning documentation, venue communication, risk assessment and budget monitoring – all adhering to clear event management structures and processes.
- Serve as the primary contact for event bookings and volunteer enquiries related to assigned events.



- Support individuals undertaking challenge events and fundraising activities on behalf of the charity, assisting in identifying and cultivating supporter relationships in our community through regular engagement and proactive stewardship.
- Ensure accurate and up-to-date records are maintained in the CRM software for all fundraising activities and event-related data. Utilise audience networks to support fundraising participation recruitment for events and activities.
- Collaborate with the Marketing and Communications team to promote events and fundraising activities.
- Support development and implementation of third-party and community fundraising opportunities into the annual event calendar. This includes but is not limited to fundraising activities, mechanisms and resources.
- To help strengthen stewardship structures focused on highlighting supporter impact.
- To act as a point-of-contact for fundraising advice and encouragement for community fundraisers and third-party event participants.
- Support team members and colleagues across the organisation at events, assisting with event setup and welcoming guests and participants.
- Maintain and manage a database of venues, suppliers, and event-related contacts, liaising for quotes, catering, entertainment, and other event needs.
- Support the Fundraising and Events Manager to develop and maintain an annual event plan to promote fundraising and volunteering opportunities, ensuring broad engagement.
- Attend and contribute to team meetings, 1:1s, and reviews, and ensure ongoing professional development by attending relevant training and actively building professional networks related to the role.
- Ensure that all activities and responsibilities align with the charity's mission, vision, values, policies, and procedures.
- Adhere to relevant legal and statutory requirements, including data protection, health and safety, and charity law.
- Maintain confidentiality and professionalism in all activities and communications.
- Undertake any other reasonable duties as directed by the Fundraising and Events Manager.

Person Specification

The requirements are divided between Qualifications, Competencies and Personal Qualities. Each is weighted between 1 and 5 to reflect their importance. Those rated

1. are desirable, but not necessary,

2. are desirable, and could be achieved through training or experience,
3. are essential but there is some scope for development over a short timescale,
4. are essential and we would expect the candidate to show they could be used with minimum need to adjust,
5. we expect to be immediately available and fully operational from day one

Requirement	Weighting 1 - 5
Qualifications / Education / Training	
Educated to degree level or relevant experience that demonstrates ability	5
Relevant event and fundraising qualifications	1
Experience	
Experience of delivering events with a fundraising aspect	5
Experience of fundraising through community, individual and/or corporate fundraising areas.	5
Experience of working in a customer-focused environment	4
Experience of managing a varied workload and working to tight deadlines.	5
Experience of dividing attention constructively between multiple events and fundraising projects as required.	5
Experience of effectively maintaining electronic and paper administrative, financial and information systems	5
Experience of working with internal and external teams and partners	5
Experience using CRM or supporter database systems (e.g. Beacon, Donorfy, Raiser's Edge)	4
Knowledge/Skills/Competencies	
Knowledge and understanding of mental health and recovery	2
Excellent at delivering the highest level of customer service	4
Strong planning and organisation	5
Excellent verbal and written communication	5
Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others	5
Excellent problem-solving skills, including finding creative and innovative solutions	4
Ability to build positive and constructive relationships	5



Ability and willingness to travel as required	5
Ability to change priorities quickly and accept change with a positive attitude.	5
Excellent self-management skills to work independently, autonomously and as part of a team, using own initiative and being flexible and adaptable	5
Willingness to work some unsocial hours including evenings and weekends	5
Ability to work independently and proactively, to prioritise work to ensure deadlines are met	5
Well-developed time management skills	4
Other	
Commitment to Central Norfolk and Waveney Mind's values.	5
Commitment to Norfolk and Waveney Mind's Equal Opportunities and Diversity policies.	5
A full UK driving licence and access to your own vehicle. Business use insurance must be in place and maintained throughout employment.	5

** Please be aware that the duties and responsibilities outlined in this job description are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.*